

almost overnight and with virtually no bloodshed the worst war in Europe since World War II. We have seen democratic elections with 70 percent participation take place; hundreds of thousands of people have been able to go home under circumstances that were difficult, to say the least; economic growth has resumed; infrastructure has been rebuilt; the conditions of normal life have come back for tens of thousands, hundreds of thousands of people.

So if I take the hit for being wrong about the timetable, I would like some acknowledgement that in the larger issue here, the United States and its allies were right to undertake this mission and that the results of the mission have been very, very good. They have justified the effort. And the cost of the mission in lives and treasure to the United States and to its allies has been much lower than even the most ardent supporters of the mission thought that it would be.

So I think—I don't mind taking a hit for being wrong about the timetable. But after the hit is dished out, I would like the larger truth looked at. That is, did we do the right thing? Was it in our interests? Did it further our values? Are the American people less likely to be drawn into some other conflict in Europe 10, 20, 30 years from now where the costs could be far greater if we make this work? I think they are.

And I'd like to close basically with a conversation I had from my opponent in the last election, Senator Dole. I want to give him—he said something that I thought was very good and pithier than anything I've said about this. We had a talk about it the other day on the phone, and he said, "Look," he said, "you know, I didn't necessarily agree with all the details about how you got to where you were. But," he said, "What's happened in Bosnia? It's like we're in a football game. We're in the fourth quarter, and we're winning, and some people suggest we should walk off the field and forfeit the game. I don't think we should. I think we ought to stay here, finish the game, and collect the win."

And that's a pretty good analogy. And with due credit to the Senator, I appreciate it. I wish I'd have thought of it myself.

Thank you very much.
Merry Christmas.

Buddy

Q. How is Buddy?

The President. Good.

NOTE: The President spoke at 10:15 a.m. in the Briefing Room at the White House. In his remarks, he referred to Bosnian Serb leaders Radovan Karadzic and Ratko Mladic. The President also referred to the NATO-led Implementation Force in Bosnia (IFOR).

Message on the Observance of Hanukkah, 1997

December 18, 1997

Warm greetings to everyone celebrating Hanukkah.

The Festival of Lights is a powerful reminder each year that the age-old struggle for religious freedom is not yet over. From the days of the ancient Maccabees down to our present time, tyrants have sought to deny people the free expression of their faith and the right to live according to their own conscience and convictions. Hanukkah symbolizes the heroic struggle of all who seek to defeat such oppression and the miracles that come to those full of faith and courage. This holiday holds special meaning for us in America, where freedom of religion is one of the cornerstones of our democracy.

The coming year will mark the 50th anniversary of the State of Israel, where the story of the first Hanukkah took place so many centuries ago. As families come together in prayer for the eight nights of Hanukkah, to reaffirm their hope in God and their gratitude for His faithfulness to His people, may the candles of the menorah light our way to a true and lasting peace for the people of the Middle East.

Hillary and I extend our warmest wishes to all those celebrating Hanukkah, all those who work for religious freedom, and all those who devote themselves to the cause of peace throughout the world.

Bill Clinton

Remarks on Presenting the Malcolm Baldrige National Quality Awards

December 19, 1997

Thank you very much, Mrs. Baldrige, Robert and Nancy Baldrige, Harry Hertz, the examiners and judges and all those associated with the Baldrige Award Foundation, especially to the winners. We congratulate you all. We're delighted that the Chair of the District of Columbia Control Board, Andrew Brimmer, and Councilwoman Charlene Drew Jarvis are here.

And I want to thank Secretary Daley in spite of the fact that he was making fun of my penchant for animal stories of all kinds. [*Laughter*] I mean, I don't come from Chicago—[*laughter*—I come from the country. But my wife comes from Chicago.

I want to thank Earnie Deavenport, too. Several years ago the Eastman Company loaned me an executive when I was Governor of Arkansas, and we established the first statewide total quality management program in the country. It was what gave me the idea to start what eventually became the reinventing Government project headed by the Vice President, which among other things has now given us the smallest Federal Government since John Kennedy was here. And I'll give \$5 to anyone in the audience who can honestly say you have missed it. [*Laughter*] I say that because the Federal employees have done a very good job of increasing their output and the quality of their service while downsizing their numbers so that we can take advantage of technology, get the deficit down, get the economy going again. So we have learned from you.

And I've talked with Earnie many times about the importance of trying to apply these lessons to other areas of human endeavor. You mentioned the two most important, I think, are health care and education. I also think there are applications—if you look at the success in many law enforcement departments around the country, there are law enforcement applications here because the thing that—a belief in continuous progress through not only doing the right things, but doing the right things right, gives you is the conviction that you can repeat whatever you're doing right in one place somewhere

else. And that is by far the biggest problem Government faces.

So I really am delighted to see you here. But I think, for me, because I have seen this work over and over and over again in the private as well as the public sector, that is what cries out for application to our public institutions, whether it's in education or health care or in law enforcement.

If the city of Boston could go virtually 2½ years without a single child being killed by a handgun, until—unfortunately, they had an incident last week, but they went 2½ years. No city in the United States that big has been able to do that. They did. It must therefore follow that if other people did the same thing in the same way and then you started the kind of contest you have here in the market system so everybody tried to keep continuously improving their process, that we would become a safer country.

In health care, we have all these—you know, managed care, on balance, has been a good thing for America because we've managed some inefficiency out of the system. But now people are genuinely worried about who's making the decisions about their health care and whether quality will continue to be the most important value in the health care system. I think all of us want it to be, even those of you who may have responsibility in your organization for holding down health care costs, the last thing in the world you want is for your employees not to have access to the health care that they need.

And goodness knows, in education—I've said this so many times, the poor people in the press who have to cover me get tired of hearing it, but the most frustrating thing about American education today is that every problem in education has been solved by somebody somewhere, and nobody's figured out how to have everybody else follow suit so that you launch the kind of competitive process that you come here to celebrate today.

So, for all these reasons, I love coming here. And I always feel that by the time I get up to speak, there's no point in my saying anything. [*Laughter*] I told Mrs. Baldrige I kind of hated to walk out here. You all were so enthusiastic, you should have been outside listening to all this energy being emanated